

## **PARK HOST RESPONSIBILITIES AND DUTIES**

### **Provide customer service:**

- Greet visitors, help them find their sites, and answer questions about the park and facilities.
- Check people in and out of campsites. Verify campers are in the correct sites.
- Be able to explain rules, but do not enforce. Notify a Ranger for enforcement.
- Listen to visitor's concerns or complaints and report the issues to the supervisor on duty.
- Provide assistance to campers after hours.
- Serve as an emergency contact; relay emergencies to Rangers or the Sheriff's Office.
- Open and close gates and restroom facilities, as requested.

### **Clean campsites:**

- Remove ashes from grills and campfire rings. Scrape food debris off grill grate.
- Ensure that the picnic table surface is clean.
- Rake around campsite to remove micro-litter and make a presentable surface.
- Ensure site and the area surrounding it is free of litter.
- Check to make sure water is off and not leaking.
- Pull weeds from the granite base, if there are only a few.
- Submit a work order for any maintenance issues found.

### **Check and clean restrooms:**

- Check restrooms often to ensure they are clean.
- Check garbage cans, remove garbage and replace bags as needed.
- Scrub toilet bowls with disinfectant and brush. Wipe down toilet surfaces with disinfectant.
- Clean sinks with disinfectant. Clean mirrors and fixtures with glass cleaner.
- Wipe down baby changing stations with disinfectant.
- Wipe down shower walls, seats, and fixtures with disinfectant.
- Sweep floors and mop floors.
- Sweep spider webs out of corners and off of wall on the interior and exterior of the bathrooms.
- Polish water fountain with stainless steel cleaner.
- Submit a work order for any maintenance issues found.

### **Trash and Litter Pickup:**

- Pull garbage bags when cans are  $\frac{3}{4}$  full or smelly. Replace garbage bags.
- Patrol campgrounds, restroom areas, trails, and shoreline for litter and pet waste and dispose of properly.

**Possible light maintenance:**

- Sand and stain picnic tables.
- Make small repairs to amenities in the campsites, with maintenance crew assistance.
- Assist maintenance crews with some grounds keeping around campsites (possibly)

**Safety response:**

- When safety issues are identified, report them to the supervisor on duty and/or maintenance.
- If you've already explained the park rules to a visitor and you find them in violation again, notify a Ranger to come talk to them.
- For life-threatening emergencies, call 911 immediately. Then notify the supervisor on duty ASAP.
- For after-hours emergencies, call the Sheriff's Office or 911, depending on the emergency.